



**Code: 0392**

Family: Human Resources

Service: Administrative

Group: Clerical, Accounting, and General Office

Series: General Administrative

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## **CLASS TITLE: ASSISTANT BENEFITS MANAGER**

### **CHARACTERISTICS OF THE CLASS**

Under supervision, manages and coordinates the provision and costs of the City of Chicago's employee and annuitants' health insurance, dental, vision, long term disability insurance programs, flexible spending account plans, basic and voluntary life insurance, deferred compensation, transit benefit, the federal retiree drug subsidy program and the Lives Healthy Wellness program initiatives and performs related duties as required.

### **ESSENTIAL DUTIES**

- Manages the Chicago Lives Healthy Wellness program with responsibility for the development and coordination of outreach activities to active employees covered by the City's Health Plans eligible for the Chicago Lives Healthy Wellness, including annual screening events and other gating requirements
- Supervises the coordination of the administration of employee benefit enrollment, customer service and health care contributions and continuation of coverage payment operations providing direction to staff responsible for the processing of employee and annuitant benefit transactions, setting short and long-term work-plans and priorities
- Interprets benefits programs, including annual open enrollment, new and revised programs, required legal notices and benefit books to employees and annuitants
- Participates in RFP development for all health care and insurance programs, evaluation of proposals, award of contracts and implementation of new vendors and/or products, including negotiates business terms of contracts and rate renewals
- Assists in the management of the vendors to resolve customer service issues, ensure compliance with contract terms and service agreements
- Participates the city's benefits insurance appeals committee meetings where disputed benefit enrollment and benefit claims are reviewed and assessed for validity and participates in recommending resolutions for claimant disputes
- Keeps abreast of current and pending legislation and actions pertaining to benefits, conducts benefits research, responds to benefit issues and develops effective solutions and options including costing and implementation proposals
- Analyzes the flow of employee and annuitant benefit information and develops internal procedures, guidance and training for staff to facilitate the timely and accurate update of employee information and benefits records
- Ensures efficient and accurate workflow and the best utilization of system capabilities in order to fit the city's needs
- Complies with Federal and State laws, including to the Consolidated Omnibus Budget Reconciliation Act (COBRA), Health Insurance Portability and Accountability Act (HIPAA), Family Medical Leave Act (FMLA), Mental Health Parity and the Patient Protection and Affordability Care Act (PPACA), Medicare Secondary Payer rules and complies with required benefit reporting requirements
- Identifies changing system needs due to legal or contractual changes affecting benefits

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- Maintains working relationships with sister agencies and other benefit administration organizations to share resources and develops partnerships, including joint requests for proposals for benefit programs
- Ensures vendor's adhere to established standards and recommends measures in accordance with established quality standards and performance measures for operational efficiency of the city's health insurance, dental, vision, long term disability insurance programs, flexible spending account plans, basic and voluntary life insurance, transit benefit and deferred compensation as well as the Lives Healthy Wellness program initiatives
- Prepares reports to senior management regarding program cost
- Interacts with legal counsel, both internal and external, on issues pertaining to labor negotiations, contracts, employment related benefit issues, the annuitant plan settlements, revising documents, ensuring compliance with all laws
- Works with actuaries to develop annuitant rates
- Represents the City with various committees including the Labor Management Cooperation Committee, the Retiree Health Benefit Committee, Deferred Compensation Committee and other benefit related committees
- Recommends provisions on plan design, trend analysis, costs for both active employee and retiree benefits

**NOTE:** *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

**MINIMUM QUALIFICATIONS****Education, Training, and Experience**

Graduation from an accredited college or university with a Bachelor's degree in Human Resources Business Administration, Public Administration, or directly related field, plus five years of work experience administering program activities for major Human Resource or Benefit programs for a large organization, or an equivalent combination of education, training and experience

**Licensure, Certification, or Other Qualifications**

- Certified Employee Benefits Specialist Certificate encouraged

**WORKING CONDITIONS**

- General office environment

**EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, modems, scanners)

**PHYSICAL REQUIREMENTS**

- None

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**KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS****Knowledge**

Comprehensive knowledge of:

- applicable City departments and departmental services, programs, and resources
- benefit programs for health, dental, life, insurance, plan designs, compliance of benefits programs of benefits program, HIPAA, PPACA, COBRA, Section 125 and 129 IRS Rules.
- program planning and administration
- developing sponsorship, marketing, and public relations plans

Advanced knowledge of:

- applicable computer software packages
- budget preparation and planning

Moderate knowledge of:

- supervisory methods, practices, and procedures
- principles, practices, and techniques of public relations and community outreach

Some knowledge of:

- applicable research methods
- writing and formatting styles and methods used in applicable publications
- effective speech writing

Knowledge of applicable City and department policies, procedures, rules, and regulations

Other knowledge as required for successful performance of Benefits administration

**Skills**

- \*ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- \*ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- \*CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- \*LEARNING STRATEGIES - Select and use training/instructional methods and procedures appropriate for the situation when learning or teaching new things
- \*COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- \*MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- \*COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- \*JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

**Abilities**

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences

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- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- DEMONSTRATE ORIGINALITY - Come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

**Other Work Requirements**

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- INNOVATION - Think creatively about alternatives to come up with new ideas for and answers to work-related problems
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

\* May be required at entry.

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City of Chicago  
Department of Human Resources

Date: October, 2012